

## 10 point guide to improving your property management

### 1. Complete Information

The property management database with integrated financial accounting provides you with real-time information across the whole portfolio at the touch of a button, including the ability to easily design your own reports.

### 2. Keep Costs Under Control

- In the current climate, timely and efficient debtor reporting is essential – Propman provides comprehensive debtor analysis/statistics and fully automated debtor chasing routines.
- Empty properties represent extra costs (in addition to loss of rent) - comprehensive recording and subsequent analysis of property costs are provided.
- In the current economic crisis, tenants are looking more closely at service charge costs. Propman allows full analysis and cost comparison on a property by property basis to drive down maintenance costs. Comprehensive service charge reconciliation facilities allow for fixed and capped liability service charges.

### 3. Effectively Manage Planned and Reactive Maintenance

Propman provides total control of reactive maintenance expenditure and subsequent analysis can be used to determine more efficient planned maintenance programs.

For example:

- Using Propman for authorisation of property expenditure saved one Propman user thousands of pounds per annum.
- Associating costs to an asset allows users to make an informed decision on whether to continue maintaining or to replace an existing asset.

### 4. Analysis of Utility Costs

Energy costs have continued to rise in recent years and can now represent a significant element of property expenditure. Storage of utility meter readings in Propman (which can be imported), allow period by period comparison within a property and from property to property (on a sq ft/m basis), to identify energy efficiency gains. Using this utility usage analysis enabled one Propman user to reduce energy costs by thousands of pounds per annum.

### 5. Automation of business processes

Full automation of business process tasks provides efficient management allowing you to manage more properties with less effort.

For example:

- One Propman user has had a 30% increase in the numbers of properties, but managed by the same number of staff.
- Another client has grown their management portfolio 400% without employing any new property managers in that time.
- It previously took another user 2 weeks to produce all tenant invoices manually per quarter and it now takes 30 minutes.

**6. Emailing of Documents**

Automatic emailing facilities for business documentation such as tenant demands, statements and arrears letters, ad-hoc mailings and supplier remittance advices reduce postage costs and saves time. On a portfolio of 1000 properties/units, this could typically save users approximately £5,000 per year.

**7. Transaction Import Routines**

The ability to automatically import property data and transactions (i.e. supplier invoices, tenant receipts, etc) drives business efficiencies. One Propman user was able to reduce their accounts processing time by 25% by using these transaction import routines.

**8. Reporting**

Propman provides over 350 reports as standard and outputs them seamlessly into Microsoft Word and Excel as well as offering user defined reports. This makes reporting quicker and easier, for example, prior to implementing Propman arrears reporting previously took one Propman user up to 7 days and now takes them only one day.

**9. Direct Debit Collections**

Propman includes as standard a direct debit facility for the collection and automated recording of direct debits from tenants plus a link to AUDDIS for direct debit instruction set up saving time and enabling you to work more efficiently.

For example, direct debit collections used to take one Propman user up to 3 days and it now take just half a day, saving them over 200 days of manually entering information per annum.

**10. Financial Control**

Propman provides extensive control of client funds, authorisation of expenditure and debt collection facilities plus a fully automated bank reconciliation process.

For example:

- The automated bank reconciliation simplifies matters by auditing all bank information by amalgamating 30 different bank accounts and produces daily as opposed to monthly bank reconciliations.
- For one Propman user, automated bank reconciliation used to take a month and now takes them only 7 days saving over 150 days per annum of manually inputting transactions based on reconciliations of over 145 bank statements.

**Propman 1991-2011**